## Hampton City Schools RFP# 16-356253-DM

Performance Guarantee	Standard (examples below)	Fees at Risk
	10 business day turnaround time on accurate group	
	and participant set upif information is received in an	
Implementation	electronic format.	
	Average answer time:	
Participant Call Center Service	Email response time:	
Claims Processing Accuracy		
	Accesibility rate	
Web Site Performance	System availability rate for member questions	